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ODP's response to DI concern over WANG - DI is still not satisfied - I am told that D/ODP is getting together with AD/DDI

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MEMORANDUM FOR: Chief, Resources Branch, RTC/ASG/CPAS

FROM: Chief, Word Processing Branch, ED/ODP

SUBJECT: Response to DDI Memorandum on Wang Evaluation

REFERENCE: Memorandum dated 2 December 1982, for Chief, Resource and Technology Center from Chief, Resources Branch on Wang Exploitation

1. The referenced document contains a number of misconceptions about the capabilities and the procurement and installation of the Wang word processing systems that are now being ordered through ODP as the Agency standard. I have commented on these inaccuracies in Attachment A.

2. The benefits expected from adopting an Agency standard word processing system(s) are as follows:

a) Agency-wide Interconnectivity -

Most significantly, an Agency standard will permit the development of an Agency-wide office automation system with all Agency work stations interconnected through the ODP mainframes so that any Agency component would be able to transfer files to any other Agency component. With such a network, electronic mail, distributed processing and other state-of-the-art data communications systems would be possible. The ODP development to convert Wang System files to VM SCRIPT files is scheduled for completion by 1 March 1983. The development of the VM SCRIPT to Wang capability is scheduled for completion 15 June 1983. ODP also plans to interface the Wang Systems with the ODP AIM electronic mail system.

b) Dedicated vendor personnel -

Establishing a contract with one vendor allows the Agency to specify its own requirements for vendor services. In the present contract with Wang Labs, the Agency specified the need for dedicated personnel so that the anticipated large volumes of equipment could be properly maintained and supported in a timely manner. Dedicated Wang personnel currently supporting the ODP/Wang contract are as follows:

- 1) 11 Customer Engineers (On site C.E.'s permitted the response time for the last monthly period to be 1.3 hours - the contract specifies 2 hours)

- 2) 4 Customer Support Analysts (to be increased by 4 in the next quarter. The customer is entitled to 72 CSA hours for each Alliance System.)
 - 3) 4 Training instructors (To be increased by 2 in the next quarter. Total Agency personnel trained on Wang Systems in the first six months of the contract was 542.)
 - 4) 3 Marketing salespersons (Total work stations ordered on the first 6 months of the contract is 808 which is greater than the cumulative total of all other word processing vendors for all previous years.)
 - 5) 1 C.E. Account Manager (Includes management of cabling subcontractors.)
 - 6) 2 Senior Managers (Manage all aspects of contract.)
- c) More efficient use of ODP development time -
By concentrating developments with one vendor, valuable development time is conserved, since duplication of developments on other vendor systems is prevented.
- d) Establishment of a development program with the word processing vendor -
The ODP/Wang contract specifies that Wang must consider performing various developments requested by the Agency over the life of the Contract. In addition, Wang must provide proprietary software to the Agency in certain circumstances so that the Agency can perform their own developments.
- e) Retraining of Agency personnel transferring across directorates is unnecessary -
All personnel requiring word processing skills will be trained on one vendor's system so that movement from one office to another will not require retraining on a different vendor's system.
- f) Agency clearances can be secured for specific vendor personnel -
A long-term contract would allow the Agency to specify that certain contract personnel obtain Agency clearances for highly sensitive operations.
- g) Market surveys by each component are unnecessary -
The time spent by each component in evaluating all of the word processing systems in the marketplace is saved since this evaluation is made once by a team of experts during the Request-for Proposal process.
- h) Control of vendor responsiveness through the contract -
A contract provides the leverage to demand responsiveness from the vendor for support services.

3. ODP management decided to pursue the establishment of an Agency standard word processing system(s) in 1981. A statement of work including functional requirements for four configurations of word processing systems was prepared by the Engineering Division in ODP. After competitive bidding, Wang Laboratories, Inc. was awarded the contract with ODP for the Agency standard word processing system(s). The ODP/Wang contract was signed on May 21, 1982. At this time ODP established the Word Processing Branch in the Engineering Division to manage the procurement, installation and maintenance of the Wang Systems. The Chief, WPB was appointed the Contracting Officer's Technical Representative (COTR) for the ODP/Wang contract. The Director of Data Processing delegated the approval authority for the procurement of the Agency standard word processing systems to Chief, WPB, ED/ODP. Disapprovals of Agency standard systems and approvals for non-standard word processing systems were delegated to the Chief, Engineering Division, ODP. Approvals for non-standard word processing systems will now be given by the Director of Data Processing.

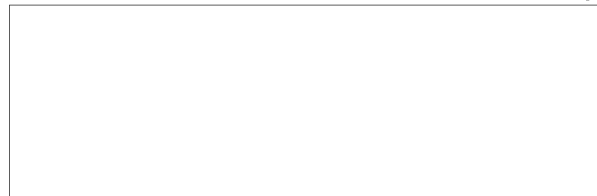
4. The sensitive nature of Agency work dictates that the Agency standard word processor be Tempest certified. Wang is one of the few vendors that has a well-established program, which includes their own Tempest testing facilities, for the development of Tempest certified products. Wang also offered the Agency a very attractive price break for the systems that were proposed to satisfy the Agency requirements.

5. Since all word processing systems perform the various word processing functions somewhat differently, I am sure that you will find many functions on your Wang System that will not perform in the same manner as on your NBI word processor. Generally, a user will adapt to these differences over time, however, for those functions that persist in being an annoyance I would be happy to pursue the matter with Wang to see if there can be some resolution of the problem. (e.g., As has been pointed out by DDI personnel, the Wang System does not have an automatic pagination capability. This can be easily resolved by creating a Wang glossary (like a VM EXEC) to perform simple automatic pagination (like VM SCRIPT).) In addition ODP plans to provide some glossaries like this to Agency Alliance customers. The Word Processing Branch intends to establish an Agency user group within the month to surface problems and additional requirements for the Wang Systems.

6. Although there may be some minor deficiencies in a few word processing functions on the Wang Alliance System when compared to the NBI, these should be weighed against some of the attractive and unique features that the Alliance offers. Although these may not presently be requirements in the DDI, I feel that the Word Search capability and the Spelling Verification package will be widely used among all Alliance users. Agency offices like those of the DDI which produce significant numbers of reports have long needed the capability to search the text of multiple reports. The Alliance Word Search capability provides text searching of a group of documents using a direct access indexing scheme so that the response time for the searching is very fast. Wang's Spelling Verification package, which checks for misspelled words in a document, should reduce the time now spent proofreading. Small scale data processing applications can also be implemented on the Alliance using the

Wang Visual Memory software (records management system), Alliance BASIC and Alliance CP/M. In other words, with only minor exceptions the Alliance System can perform all the word processing functions that an NBI can and, in addition, offer a rapid response text search capability plus data processing tools for a cost comparable to the NBI (when 5 or more work stations are procured).

7. I would like to request that you send me a draft copy of any further studies that you conduct on your Wang Alliance System for my comments. I appreciate the commitment that your directorate has made to evaluate the capabilities and procurement and installation of the Wang Alliance System and I am hopeful that I will be able to resolve any problems with the Alliance that you identify during your evaluation.



Chief, Word Processing Branch,
ED/ODP

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